

ORACLE for PC/MS-DOS

Developer's Copy

Customer Information

READ THIS FIRST

ORACLE for PC/MS-DOS Customer Information Developer's Copy

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Welcome

Thank you for your interest in Oracle Corporation software products. This booklet contains important information to help you get started quickly with your new product. Please take the time to read it now.

Contents

This booklet contains the following information:

- How to get started
- Memory requirements
- Registration instructions
- Oracle License Agreement
- Customer support
- Registration cards and stickers

How to Get Started

Follow these simple steps to get started quickly with your new Oracle product:

- Complete and return your registration card
- Read the remainder of this booklet
- Read the *System Release Bulletin*
- Read the *ORACLE for PC/MS-DOS Installation and User's Guide*

The *ORACLE for PC/MS-DOS Installation and User's Guide* contains instructions on installing and configuring your new product. The *System Release Bulletin* contains the most up-to-date information about changes to software and installation procedures.

Memory Requirements

Oracle products require your PC to have extended memory. Before you begin installation of your new product, check to make sure your computer is configured properly. First, turn the power to your system on. Note the amount of memory that your system checks as it powers up. For you to proceed successfully with installation, the memory counter must reach at least 1536K **without receiving error messages.**

If your memory counter does not reach at least 1536K, please follow the instructions in your memory board's manual to properly install or re-configure the memory you need.

If you get a memory check error after successfully verifying at least 1536K of memory, press F1 to continue and run your PC's setup procedures to acknowledge your extended memory.

Registering Your Oracle Product

Begin by registering your Oracle product to make sure you will be entitled to receive:

- Installation assistance
- Notices of product updates
- New versions of your Oracle product at special discounts
- Information and special offers on future Oracle products

Registration Card

United States residents should use the registration card addressed to Oracle World Headquarters in Belmont, California. All others should choose the international registration card and address it to the appropriate Oracle Support Center. Please remember to include postage on all registration cards mailed from outside the United States.

Please make sure to peel off registration number stickers from the back of this booklet and affix them to:

- The marked area on your registration card
- The Oracle entry in your telephone book
- Your ORACLE installation diskette

Save the other stickers for registering future Oracle products you acquire.

Oracle Support Centers

Addresses

Please send your registration card and direct all service requests to the appropriate regional center indicated below.

United States, South and Central America

Oracle Corporation
World Headquarters
20 Davis Drive
Belmont, CA USA 94002
Phone (415) 598-8181
Telex 171437
Fax (415) 595-0630

Canada

Oracle Corporation
Canada Inc.
70 University Avenue
Suite 430, Box 19
Toronto, Ontario
Canada M5J 2M4
Phone (416) 596-7750
Telex (389) 652-4075
(ORCC TOR)
Fax (416) 593-7548

United Kingdom and Ireland

Oracle Corporation UK
Ltd.
Thames Link House
1 Church Road
Richmond-Upon-Thames
Surrey, TW9 2QE
England
Phone +44-1-948-6976
Telex (851) 923842
(ORACLE G)
Fax +44-1-948-0915

Netherlands and Belgium

Oracle Corporation
The Berghuis
Huizerstraatweg III
NL-1411 GM Naarden
The Netherlands
Phone +31-2159-56411
Telex (844) 73602
(ORCE NL)
Fax +31-2159-48352

France and West Africa

Oracle France S.A.
16/32 rue Henri Regnault
La Defense 6
92411 Courbevoie Cedex
Paris
France
Phone +33-1-49-00-08-08
Telex (842) 612446
(ORACLE)
Fax +33-1-49-00-11-74

Hong Kong, Macau, People's Republic of China

Oracle Systems Hong
Kong Ltd.
2702 Wing On House
71 Des Voeux Road
Central
Hong Kong
Phone +852-5-266846
Telex (780) 81762
(ORAHK HX)
Fax +852-5-8680001

Oracle Support Centers

Australia

Oracle Systems Australia
Pty. Ltd.
Level 6, 90 Mount Street
North Sydney, NSW 2060
Australia
Phone +61-2-959-5080
Telex (790) 121918
Fax +61-2-959-5760

Switzerland and Yugoslavia

Oracle Software (Schweiz)
AG.
Münchensteinerstrasse 41
CH-4052 Basel
Switzerland
Phone +43-1-23-63-64
Fax +43-1-23-75-01

Germany

Oracle Deutschland
G.m.b.H.
Freischutzstrasse 94
D-8000 Munich 81
Federal Republic of
Germany
Phone +49-89-956085
Fax +49-89-957-0924

Spain

Oracle Iberica S.A.
Edificio Masters I
Avenida General Peron
38, 5A3
E-28020 Madrid, Spain
Phone +34-1-593-1442
Telex (831) 33923 (PNTA)
Fax +34-1-455-7073

Austria

Oracle Datenbanksysteme
GES.mbH
A-2111 Seebarn 80
Vienna, Austria
Phone +43-2264-330
Fax +43-2264-330

Denmark and Faroe Islands

Oracle Denmark Aps
Gladssaxevej 378
DK-2860 Soeborg
Copenhagen, Denmark
Phone +45-1-560422
Telex (855) 21512
(ORCE DK)
Fax +45-1-561479

Sweden and Norway

Oracle Corporation
Svenska AB
Isafjordsgatan 9
P.O. Box 1215
S-16313 Spanga
Stockholm, Sweden
Phone +46-8-750-7380
Telex (854) 16378
(ORCES)
Fax +46-8-750-6888

Finland

Oracle Finland OY
Laekkipankuja 2
P.O. Box 69
SF-02600 Espoo
Helsinki, Finland
Phone +358-0-513600
Fax +358-0-513270

Customer Support

You are entitled to installation assistance for a period of thirty days after you purchase your Oracle product. To receive this assistance, you must send in your registration card. If you need assistance before your registration card arrives at your Oracle Support Center, please be prepared to give us your registration information over the telephone when you call so we may register your product at that time.

Obtaining Installation Assistance

If you have specific questions about installing your Oracle product on your personal computer, please perform the following steps:

1. **Consult the *System Release Bulletin* and the *ORACLE for PC/MS-DOS Installation and User's Guide*.** These books will help you verify that you have followed the installation procedures properly.
2. **Contact your dealer.** If you made your purchase from an Authorized Reseller of Oracle products, please consult the vendor for additional help and information.
3. **Contact Oracle Customer Support.** Please have your registration information ready to identify yourself as a registered user. In the United States, dial (415) 598-8181 between 6 AM and 6 PM Pacific time Monday through Friday. Outside the United States, please contact the Oracle Support Center indicated in the back of this booklet.

Customer Support

Please be Prepared

Before calling anyone for assistance, make sure you have gathered all relevant information that will help solve your problem quickly:

- Oracle registration number
- Oracle product name and version number
- Make and model of your personal computer
- Amount of memory and disk available on your computer
- Version number of the operating system you are using
- Copies of your AUTOEXEC.BAT and CONFIG.SYS files
- Your PATH specification if it is not in your AUTOEXEC.BAT file

Support Agreements

To receive help beyond installation assistance, you must purchase an Oracle Maintenance/Support Agreement. Without such an agreement, we cannot help you with post-installation questions relating to application tuning, product behavior, suspected software bugs, or other problems. Contact your Oracle sales representative or Authorized Reseller to purchase a Maintenance/Support Agreement.

Developer's License Agreement

Subject to the following terms and conditions, Oracle Corporation ("ORACORP") grants you ("CLIENT") a license to use the enclosed software program and documentation ("Program") as indicated below.

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4. TECHNICAL SUPPORT SERVICES CLIENT may obtain Technical Support Services and/or Update Rights to the Program from ORACORP under ORACORP's then current fees and terms.

5. TERMINATION CLIENT may terminate this Agreement at any time. ORACORP may terminate this Agreement if CLIENT breaches any of its terms and conditions. Upon termination, CLIENT shall cease using the Program and shall destroy or return to ORACORP all copies of the Program including all modifications and merged portions in any form.

6. GOVERNING LAW This Agreement is governed by the laws of the State of California.

7. LIMITED WARRANTY The following warranties shall be effective for 90 days from the date of original delivery to CLIENT.

ORACORP warrants the enclosed diskettes to be free of defects in materials and workmanship under normal use. ORACORP further

Developer's License Agreement

warrants that the Program, unless modified by CLIENT, will substantially perform the functions described in the documentation provided by ORACORP when operated on the designated hardware and operating system.

ORACORP does not warrant that the Program will meet CLIENT's requirements or that operation of the Program will be uninterrupted or error-free. The Program warranty does not cover any Program that has been altered or changed in any way by anyone other than ORACORP. ORACORP is not responsible for problems caused by changes in the operating characteristics of computer hardware or computer operating systems which are made after the release of the Program, nor for problems in the interaction of the Program with non-ORACORP software.

ORACORP will replace any defective diskette without charge if the defective diskette is returned to ORACORP within 90 days from date of acquisition. If CLIENT reports a defect in the Program within the warranty period, ORACORP shall, at its option, correct such defect, provide CLIENT a reasonable procedure to circumvent the defect, or, upon return of the Program to ORACORP by CLIENT, refund to CLIENT license fees paid.

These are CLIENT's sole and exclusive remedies for any breach of warranty.

These warranties are exclusive and in lieu of all other warranties of merchantability or fitness for a particular purpose or of any other warranty, whether express or implied.

ORACORP shall not in any case be liable for special, incidental, consequential, indirect, or other similar damages arising from any breach of these warranties even if ORACORP or its agent has been advised of the possibility of such damages. ORACORP's liability for damages hereunder shall in no event exceed the amount of license fees paid by CLIENT.

These warranties allocate the risks of Program failure between ORACORP and CLIENT. ORACORP's pricing reflects this allocation of risk and the limitation of liability contained in this warranty.

8. COMPLETE AGREEMENT This Agreement constitutes the complete Agreement between the parties. The terms of this Agreement shall supersede the terms of any purchase order or other instrument issued by CLIENT for the Program. The waiver by either party of any breach of this Agreement shall not constitute a waiver of any other or subsequent breach.

ORACLE®
Professional Edition
Developer's Kit

**IMPORTANT: THIS IS YOUR
NEW REGISTRATION NUMBER.**

**Please affix the remaining
registration numbers to:**

- ☐ the attached registration card,
then return it to Oracle
Corporation
- ☐ your ORACLE Installation Disk
- ☐ the inside front cover of the
*ORACLE for IBM PC/MS-DOS
Installation and User's Guide*

**Keep any extra stickers so they
may be used for identifying
future ORACLE products and
options you acquire.**

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